

Installing Cmsip Remote

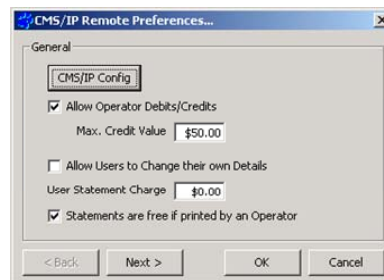
Requirements:

Bear cms/ip Remote:	Version 1.2.1
Software:	\\itsbyfs3\Software\Licensed\Bear Solutions
Hardware:	Promag ID card swipe device
Supported OS:	Windows NT4, 2000, XP.

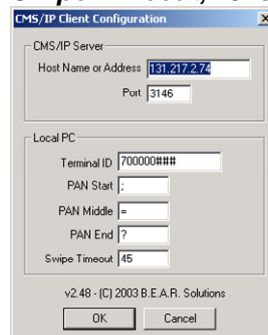
Installing

- 1 Ensure you are logged in with local admin privileges.
- 2 Uninstall any old versions of Cmsip Remote. Manually delete any *Remote* stuff left behind in *Program Files* and the *Start Menu*.
- 3 From *Remote 1.2.1* run *setup.exe*.
- 4 Keep clicking *Next* until it becomes *Install*. Then click *Install*.
- 5 [Important] UNCHECK *Install EFTPOS (AU Only)*, then click *Finish*.
- 6 Copy the shortcut for the application to the *All Users* desktop.
- 7 From *Remote UTAS Custom* run *CmsipRemote.cmd*.
- 8 From *Remote UTAS Custom* run *Configure CMS IP Remote* shortcut.
- 9 This screen to the right will appear:

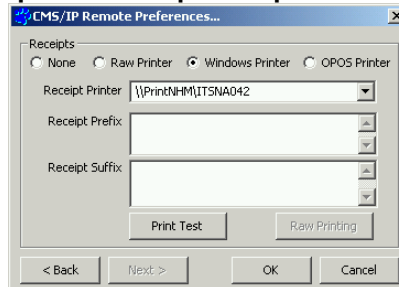
Click **CMS/IP Config** to reach the **CMS/IP Client Configuration** screen shown below.



Make sure Terminal ID matches the nine-digit serial number between the two paw prints on the label underneath the card reader (below). For **Swipe Timeout**, 45 is useful but some users may want a longer period.



- 10 Click **OK** to return to *CMS/IP Remote Preferences*, then click **Next** twice to reach receipt printer details.
- 11 This is where you select which printer you want receipts to print to. You may select any printer in the current user's profile. Note that Novell print queues have proven problematic in the past.



- 12 Click **OK** to finish.
- 13 The software needs write access to [HKEY_LOCAL_MACHINE\SOFTWARE\BEARs] in order to run. If the computer has restricted registry permissions, you may need to start *regedt32* and give both *Users* and *Power Users* modify access to that part of the registry.

Troubleshooting

Unable to log in to Cmsip Host

The Cmsip Client Configuration in Step 9 was not completed correctly. Pay particular attention to the number of zeros in the nine-digit *Terminal ID*.

Cannot assign requested address

Software cannot write to the registry. Repeat step 12.

Cannot print receipts

Double-check the configuration to ensure a printer is selected. If using a Novell print queue, switch to a Windows print queue, such as a PRINTSBY queue.

Cannot Get Host Name! – Login to CMS/IP Host Failed!

Cannot resolve given *Host Name* or *Address* setting.

Connection refused. – Login to CMS/IP Host Failed!

Given *Host Name* or *Address* not running the cms/ip Host service.

No message, or only Login to CMS/IP Host Failed!

- 1 Incorrect *Terminal ID* setting, or
- 2 Terminal ID not registered with server. Contact CAPS Administrator.

Light on cardswipe device does not light up

Device is not plugged in. (Device into keyboard socket, keyboard into device. Use the DIN to PS/2 adapters provided.)

Installing Cmsip Remote

Light on cardswipe device is on, but card swipe does not work

- 1 Holding the card the wrong way around. (Stripe down, toward keypad)
- 2 Card's magnetic stripe is faulty. Get a new card.

Swipe timeout is too fast

Go to step 9 and change the Swipe Timeout value. A timeout of 45 give a timeout of 30 seconds.

CMS/IP Assistance

The CAPS Technical expert is John Curran X3989.

Document control details	
Author:	John Curran, Aaron Holmes
Version number:	3.7
Last modified:	30/04/2009 9:23 AM
Information custodian	
Status	Version
Expiry date	
Next review date	